

17157 U.S. PTO

**UTILITY  
PATENT APPLICATION  
TRANSMITTAL***(Only for new non-provisional  
applications under 37 CFR 1.53(b))**Title of Invention***Method and System for Delivery of Individualized  
Training to Call Center Agents***Named Inventor(s)***John C. C. McIlwaine and Matthew G. A. McConnell***Attorney Docket***07117.105018***Express Mail Label No.***EV 242852490 US****APPLICATION ELEMENTS****Commissioner for Patents**  
**ADDRESS TO: Mail Stop Patent Application**  
**P. O. Box 1450**  
**Alexandria, VA 22313-1450**19270 U.S. PTO  
10/785543**ACCOMPANYING APPLICATION PARTS**

1. ☒ Fee Transmittal Form  
*(Submit an original, and a duplicate for fee processing)*
2. ☒ Applicant claims small entity status. See 37 CFR 1.27.
3. ☒ Specification, Claims,  
and Abstract **Total Pages 29**
4. ☒ Drawings **Total Sheets 6**
5. Oath or Declaration **Total Pages 2**
- a. ☒ Newly executed (original or copy)
- b. ☐ Copy from prior application (37 CFR 1.63(d))  
*(for continuation/divisional with Box 17  
completed)*
- (i) ☐ **DELETION OF INVENTOR(S)**  
Signed statement attached deleting  
inventor(s) named in the prior  
application, see 37 CFR 1.63(d)(2)  
and 1.33(b).
6. ☐ Application Data Sheet. See 37 CFR 1.76.
7. ☐ CD-ROM or CD-R in duplicate, large table or  
Computer Program *(Appendix)*
8. Nucleotide and/or Amino Acid Sequence  
Submission *(if applicable, all necessary)*
- a. ☐ Computer Readable Form (CRF)
- b. Specification Sequence Listing on:
- i. ☐ CD-ROM or CD-R (2 copies); or
- ii. ☐ paper
- c. ☐ Statement verifying identity of above  
copies

9. ☐ Assignment Papers (cover sheet & document(s))
10. ☐ 37 CFR 3.73(b) Statement  
*(when there is an assignee)*
- ☐ Power of Attorney by assignee
11. ☐ English Translation Document *(if applicable)*
12. ☐ Information Disclosure Statement (IDS)  
PTO-1449
- ☐ Copies of IDS Citations
13. ☒ Preliminary Amendment
14. ☒ Return Receipt Postcard (MPEP 503)  
*(Should be specifically itemized)*
15. ☐ Certified Copy of Priority Document(s)
16. ☒ Assignee: Knowlagent, Inc.  
3157 Royal Drive, Suite 100  
Alpharetta, Georgia 30022
19. ☐ Other: \_\_\_\_\_

17. If a **CONTINUING APPLICATION**, check appropriate box and supply the requisite information:

☒ Continuation ☐ Divisional ☐ Continuation-in-part (CIP) of prior application No: **10/198,019**

Prior application information: Examiner: **Benny Quoc Tieu**

Group/Art Unit: **2642**

For CONTINUATION OR DIVISIONAL APPS only: The entire disclosure of the prior application, from which a copy of the oath or declaration is supplied under Box 5b, is considered as being part of the disclosure of the accompanying continuation or divisional application and is hereby incorporated by reference. The incorporation can only be relied upon when a portion has been inadvertently omitted from the submitted application parts.

18. **CORRESPONDENCE ADDRESS:**

Robert T. Neufeld, Esq.  
KING & SPALDING LLP  
45<sup>th</sup> Floor  
191 Peachtree Street, N.E.  
Atlanta, Georgia 30303

By: Robert Neufeld Reg. No. 48,394  
Date: February 24, 2004  
Telephone: 404.572.4600  
Facsimile: 404.572.5145  
Customer No. 20786

**FEE TRANSMITTAL**Attorney Docket No. **07117.105018 US**  
Express Mail Label No. **EV 242852490 US**

This sheet accompanies a patent application transmittal for the following application:

Inventor(s): **John C. C. McIlwaine and Matthew G. A. McConnell**  
Filing Date: **February 24, 2004**  
Title: **Method and System for Delivery of Individualized Training to Call Center Agents**

The filing fee is calculated as shown below:

**1. FILING FEE:**

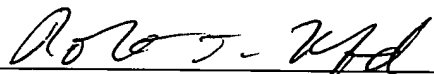
FOR:	SMALL ENTITY		LARGE ENTITY	
	FEE	FEE PAID	FEE	FEE PAID
<input checked="" type="checkbox"/> UTILITY FILING FEE	\$385	385.00	\$770	
<input type="checkbox"/> DESIGN FILING FEE	\$170		\$340	
<input type="checkbox"/> PLANT FILING FEE	\$265		\$530	
<input type="checkbox"/> REISSUE FILING FEE	\$385		\$770	
<input type="checkbox"/> PROVISIONAL FILING FEE	\$80		\$160	
SUBTOTAL (1)		\$385.00		\$xxx

**2. CLAIMS:**

FOR:	SMALL ENTITY			LARGE ENTITY	
	NO. FILED	NO. EXTRA	RATE	RATE	FEE
TOTAL CLAIMS	23 - 20 =	3	3 x 9 =	x 18 =	
INDEP. CLAIMS	2 - 3 =	0	x 43 =	x 86 =	
<input type="checkbox"/> MULTIPLE DEPENDENT CLAIM PRESENTED			+145 =	+290 =	
SUBTOTAL (2)			\$27.00		\$xxx

**3. ADDITIONAL FEES:**

FOR:	SMALL ENTITY		LARGE ENTITY	
	FEE	FEE PAID	FEE	FEE PAID
<input type="checkbox"/> LATE FILING, FEE OR OATH	\$65		\$130	
<input type="checkbox"/> NON-ENGLISH SPECIFICATION	\$130		\$130	
<input type="checkbox"/> OTHER				
SUBTOTAL (3)		\$xxx		\$xxx

**TOTAL FILING FEES: \$412.00**A check is enclosed for the total amount: **\$412.00**☒ Charge any additional fees required under 37 C.F.R. 1.16 or 1.17 to Deposit Account 11-0980.KING & SPALDING LLP  
191 Peachtree Street, N.E., 45<sup>th</sup> floor,  
Atlanta, Georgia 30303  
Telephone: 404.572.4600By:   
Robert T. Neufeld, Attorney for Applicant  
Reg. No. 48,394

Date: February 24, 2004